



RON CHAPMAN, MD, MPH
Director & State Health Officer

State of California—Health and Human Services Agency
CALIFORNIA DEPARTMENT OF PUBLIC HEALTH



EDMUND G. BROWN JR.
Governor

July 24, 2013

Certified Mail/ Return Receipt Requested
7009 1680 0001 3114 5363

Susan Hills Estates Water Company
699-401 Susan Hills Drive
Susanville, CA 96130

Attention: John Mineau, Board President

Subject: Public Water System # 1800529 – Citation 01-02-13C-010-1800529-22

Enclosed is a citation issued to the Susan Hills Estates Water Company (Company). The citation is being issued because the Company failed to comply with the drinking water standard for total coliform bacteria during January 2013. Please be aware that the Directives section of the citation contains required actions that must be taken by the Company to return to compliance.

Note that Section 116577 of the California Safe Drinking Water Act provides for our Department to be reimbursed by the public water system for costs incurred for preparing and issuing a citation to that system. In accordance with Section 116577, the Company will be billed for the preparation and issuance of this letter. Our current costs are approximately \$126 per hour. The estimated time to prepare this letter is one hour.

If you have any questions regarding this matter, please call staff engineer Sandi Tenney at (530) 224-4876 or me at (530) 224-4800.

Michael J. McNamara, P.E.
Lassen District Engineer
DRINKING WATER FIELD OPERATIONS BRANCH

Enclosures

cc: Alan Jones, Director, Lassen County Environmental Health Department

srt: Lassen \ Susan Hills Estates \ Enforcement \ 01-02-13C-010-1800529-22 File: Main

1 Citation No. 01-02-13C-010-1800529-22

2
3 STATE OF CALIFORNIA
4 DEPARTMENT OF PUBLIC HEALTH
5

6 **Public Water System:** Susan Hills Estates Water Company
7 **Water System No:** 1800529
8

9 **To:** Susan Hills Estates Water Company
10 Attention: John Mineau, Board President
11 699-401 Susan Hills Drive
12 Susanville, CA 96130

13 **Issued:** July 24, 2013
14 VIA CERTIFIED MAIL
15

16 **CITATION FOR NONCOMPLIANCE**

17 **With Title 22 California Code of Regulations**
18 **Section 64426.1(b)**
19

20 Section 116650 of the California Health and Safety Code (CHSC) authorizes
21 the issuance of a citation for failure to comply with a requirement of the
22 California Safe Drinking Water Act (CHSC, Division 104, Part 12, Chapter 4,
23 commencing with Section 116270), or any regulation, standard, permit, or
24 order issued thereunder.

25 The Division of Drinking Water and Environmental Management of the
26 California Department of Public Health (Department) hereby issues a
27 citation to Susan Hills Estates Water Company (Company) for failure to
comply with Section 64426.1(b), Title 22, of the California Code of
Regulations (CCR).



APPLICABLE AUTHORITIES

Section 116650 of the CHSC states in relevant part:

(a) If the department determines that a public water system is in violation of this chapter or any regulation, permit, standard, citation, or order issued or adopted thereunder, the department may issue a citation to the public water system. The citation shall be served upon the public water system personally or by certified mail. Service shall be deemed effective as of the date of personal service or the date of receipt of the certified mail. If a person to whom a citation is directed refuses to accept delivery of the certified mail, the date of service shall be deemed to be the date of mailing.

(b) Each citation shall be in writing and shall describe the nature of the violation or violations, including a reference to the statutory provision, standard, order, citation, permit, or regulation alleged to have been violated.

(c) A citation may specify a date for elimination or correction of the condition constituting the violation.

(d) A citation may include the assessment of a penalty as specified in subdivision (e).

(e) The department may assess a penalty in an amount not to exceed one thousand dollars (\$1,000) per day for each day that a violation occurred, and for each day that a violation continues to occur. A separate penalty may be assessed for each violation.

Section 64426.1(b) Title 22 states in relevant part:

(b) A public water system is in violation of the total coliform MCL [maximum contaminant level] when any of the following occurs:



1
2 (1) For a public water system which collects at least 40 samples per
3 month, more than 5.0 percent of the samples collected during any
4 month are total coliform-positive; or

5 (2) For a public water system which collects fewer than 40 samples
6 per month, more than one sample collected during any month is
7 total coliform-positive; or

8
9 (3) Any repeat sample is fecal coliform-positive or *E. coli*-positive; or

10 (4) Any repeat sample following a fecal coliform-positive or *E. coli*-
11 positive routine sample is total coliform-positive.
12
13

14 **STATEMENT OF FACTS**

15 Susan Hills Estates Water Company (Company) domestic water system is
16 classified as a community water system. On January 16, 2013, the
17 Company collected one routine sample from the distribution system that
18 contained total coliform bacteria. All three of the repeat samples collected
19 from the distribution system on January 18, 2013, also contained total
20 coliform bacteria. The two repeat samples collected from the Company's
21 active sources on January 18, 2013, were absent for total coliform bacteria.
22 One of the three follow-up samples collected on January 23, 2013, again
23 contained total coliform bacteria. None of the samples that contained total
24 coliform bacteria tested positive for *E. coli*.
25

26 **DETERMINATIONS**

27 The Department has determined that the Company violated Title 22,
Section 64426.1(b), in that the Company exceeded the total coliform MCL



1 during the month of January 2013. This is the first violation of
2 Section 64426.1(b) within a twelve month period.

3
4 **DIRECTIVES**

5 The Company is hereby directed to take the following actions:

6
7 1. Comply with Section 64426.1, Title 22, of the CCR in all future
8 monitoring periods.

9
10 2. Notify all persons served by the Company of the MCL violation as
11 required by Section 64463.4 and Section 64465, Title 22, of the CCR.
12 Notification shall be completed in accordance with each of the
13 following:

14 a) Mail or direct delivery to each customer served by the Company of
15 the notice contained in Attachment 'A'. The mail or direct delivery
16 shall be completed by August 23, 2013.

17 b) By August 23, 2013, provide the notice contained in Attachment
18 'A' to customers using one or more of the following methods to
19 reach persons not likely to be reached by a public posting:

20
21 (1) Publication in a local newspaper or newsletter distributed to
22 customers for one day,

23 (2) Posting in conspicuous public places served by the water
24 system, or on the Internet, or

25 (3) Delivery to community organizations.

26 Changes and/or modifications to Attachment 'A' shall be not be made
27 unless approved by the Department.



- 1 3. Complete and return Attachment 'B' "Certification of Completion of
2 Public Notification" form within 10 days of giving public notice. A copy
3 of the notice used to provide public notification shall be attached to
4 the form.

5 All documents required by this Citation to be submitted to the Department
6 shall be submitted to the following address:

7
8 Michael J. McNamara, P.E., Lassen District Engineer
9 Department of Public Health
10 Drinking Water Field Operations Branch
11 364 Knollcrest Drive, Suite 101
12 Redding, CA 96002

13 Nothing in this Citation relieves the Company of its obligation to meet the
14 requirements of Health and Safety Code, Division 104, Part 12, Chapter 4
15 (California Safe Drinking Water Act), or any regulation, permit, standard or
16 order issued or adopted thereunder.

17 The Department reserves the right to make such modifications to this
18 Citation, as it may deem necessary to protect public health and safety. Such
19 modifications may be issued as amendments to this Citation and shall be
20 effective upon issuance.

21 **FURTHER ENFORCEMENT ACTION**

22 Division 104, Part 12, Chapter 4, (commencing with Section 116270) of the
23 California Health and Safety Code authorizes the Department to issue
24 additional citations with assessment of penalties if the Company continues
25 to fail to correct a violation identified in a citation; take action to suspend or
26 revoke a permit that has been issued to a public water system if the system
27 has violated applicable law or regulations or has failed to comply with orders
of the Department; and petition the superior court to take various
enforcement measures against a public water system that has failed to



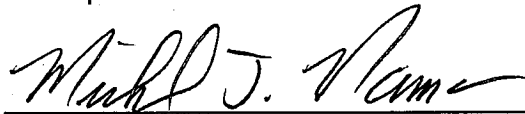
1 comply with orders of the Department. The Department does not waive any
2 further enforcement action by issuance of this citation.

3
4 **PARTIES BOUND**

5 This Citation shall apply to and be binding upon the Company, its officers,
6 directors, agents, employees, contractors, successors, and assignees.

7
8
9 **SEVERABILITY**

10 The directives of this Citation are severable, and Company shall comply with
11 each and every provision thereof notwithstanding the effectiveness of any
12 other provision.

13 

14 Michael J. McNamara, P.E., District Engineer
15 Lassen District
16 Drinking Water Field Operations Branch

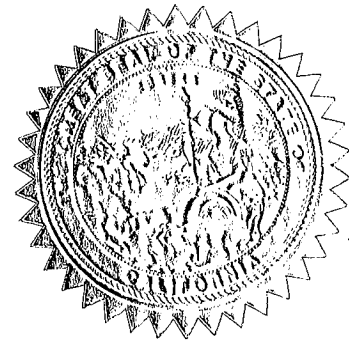
7-24-13

Date

17 **Attachments:**

18 'A' Public Notification Template

19 'B' Certification of Completion



IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este informe contiene información muy importante sobre su agua potable.

Tradúzcalo o hable con alguien que lo entienda bien.

Tests Showed Coliform Bacteria in the Susan Hills Estates Water Company Domestic Water System

Our water system recently violated a drinking water standard. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we did to correct the situation.

We routinely monitor for drinking water contaminants in the water system. On January 16, 2013, the Company collected one routine sample from the distribution system that contained total coliform bacteria. Two of three repeat samples collected from the distribution system on January 18, 2013, also contained total coliform bacteria. The repeat samples collected from the two active well sources on January 18, 2013, were absent for total coliform bacteria. One of the three follow-up samples collected on January 23, 2013, again contained total coliform bacteria.

What Should You Do?

You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.

People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1 (800) 426-4791.

What Does This Mean?

This is not an emergency. If it were, you would have been notified immediately. Coliform bacteria are generally not harmful themselves. *Coliforms are bacteria which are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.*

Usually, coliform bacteria are a signal that there may be a problem with our source of supply, storage, or distribution systems. Whenever we detect coliform bacteria in any sample, we do follow-up testing to see if other bacteria of greater concern, such as fecal coliform or *E. coli*, are present. We did not find any of these bacteria in our subsequent testing, and further testing shows that this problem has been resolved.

What Happened? What Was Done?

The water system was chlorinated and flushed. The five routine samples collected February 8, 2013, and February 13, 2013, and subsequent monthly routine samples show that bacteriological standards are now being met. The cause of the contamination has not been determined.

For more information, please contact:

John Mineau, Susan Hills Estates Water Company, at (530) 257-2085.

*This notice is being provided to you by Susan Hills Estates Water Company
in compliance with the California Domestic Water Quality and Monitoring Regulations
as a means of keeping the public informed*

Certification of Completion of Public Notification

This form when completed and returned to the Division of Drinking Water and Environmental Management (364 Knollcrest Drive, Suite 101, Redding, CA 96002 or fax to 530-224-4844), serves as certification that public notification to water users was completed as required by the California Water Quality and Monitoring Regulations. Completing public notification and providing the Department with certification is important. Failure to do so will result in additional hourly time charges to your water utility and may result in a formal enforcement action with monetary penalties.

Public Water System Name Susan Hills Estates Water Company

Public Water System No. 1800529

Public notification for the January 2013 bacteriological performance standard failure was performed by the following method(s) (check and complete those that apply):

☐ The notice was published in the local newspaper on _____
A copy of the newspaper notice is attached.

☐ The notice was mailed to users on _____
A copy of the notice is attached.

☐ The notice hand delivered to water customers on _____
A copy of the notice is attached.

☐ The notice was posted in the following conspicuous places:

For this method, provide the date (or dates) that the notice was posted _____
A copy of the notice is attached.

I hereby certify that the above information is factual.

Printed Name

Signature

Date